



Examples of Complaint Categories

Quality of Care

- Providing care/treatment outside of area of expertise
- Inadequate or inappropriate treatment plan/treatment intervention
- Inadequate diagnosis/treatment plan/discharge plan
- Member not involved in treatment/planning
- Treatment of minor without parental consent
- Allegation of breach of privacy-see HIPAA Privacy Practices for details

Access to Service

- Provider not available for crisis or emergency
- Inability to obtain referral
- Delay in obtaining services
- Excessive wait times/provider late for scheduled appointments
- Inability to access/obtain clinical information
- Lack of availability of special services
- Inadequate geographical options

Attitude and Service (regarding provider or clinical staff)

- Member did not feel rapport with provider was good
- Lack of progress with this provider
- Rude/uncaring/disrespectful
- Did not return phone call from member
- Rushed/did not listen/amount of time spent was inadequate
- Delay in communicating recommendations or treatment options
- Inappropriate behavior/culturally insensitive/inadequate privacy

Billing and Financial Issues

- Balance billing
- Fraudulent billing
- Excessive charges
- Issue with co-pay, deductible
- Issue with benefits or exclusions

Insurance Issues

- Insurance company benefits/payment

HDC's policy is to accept and respond to formal complaints made by clients of the above nature. Complaints may be verbal or written. If a client verbalizes or writes a complaint to an HDC employee, that employee shall ask the client if they would like to register a formal complaint. If yes, ask the client to complete this Complaint Form. Alternately the employee or supervisor may complete the form and forward the Form to the Program Director who will in turn forward to the QAI Coordinator.